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programming for Syrians in Jordan

Mission helped return Americans' remains from long-ago war

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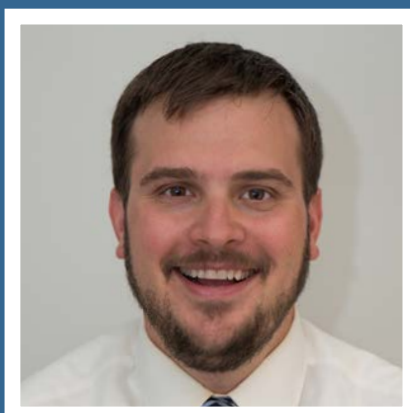
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A man stands behind his donkey cart on the beach at the Fishing Port in Nouakchott, Mauritania. *Photo by Mark Fischer*



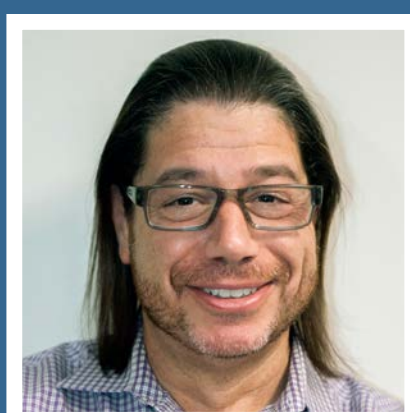
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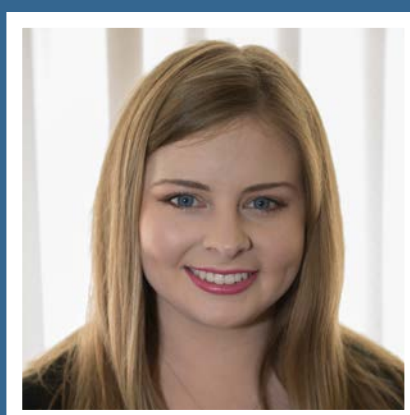
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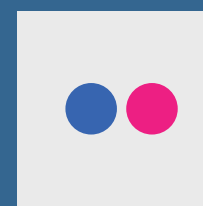
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MAGAZINE



Emberá indigenous leaders pose on either side of Vice Minister of Indigenous Affairs Feliciano Jiménez after receiving copies of Panama's disability rights law printed in their native languages. At far right is SENADIS Director Nélide Ortiz, and at far left is Panama Vice President Isabel de Saint Malo.

Embassy Panama photo

Embassy Salutes Panama's 10 Years of Disability Rights

On July 10, representatives of the government of Panama, civil society and the U.S. Embassy celebrated the 10th anniversary of the National Secretariat for Persons with Disability (SENADIS), coinciding with Panama's ratification of the U.N. Convention on the Rights of Persons with Disabilities. The ceremony, headlined by Panama's Vice President Isabel de Saint Malo, focused on advancements and challenges faced by Panamanian persons with disabilities.

At the event, organizers announced that Panama's comprehensive disability rights law, a point of pride for Panamanian lawmakers, was translated into Panama's three main indigenous languages, expanding awareness of the law to remote, indigenous communities that mostly do not speak Spanish.

The embassy's participation at the celebration provided SENADIS and disability rights activists important support. In a Facebook post afterward, Ambassador John Feeley reiterated U.S. support for disability rights in the country, noting that, "We are all equal under the law and equal as citizens; but not necessarily equal in personal courage." SENADIS Director Nélide Ortiz thanked the United States for its support and said that while "there's still a long way to go," anything is possible with strategic allies like Ambassador Feeley.

As part of Embassy Panama's and the Bureau of International Information Program (IIP)'s support for disability rights, American activist Diego Mariscal visited Panama on the sidelines of the Third Latin American Games of the Special Olympics, where he briefly met with President Juan Carlos Varela at the Games' opening ceremony. The event, along with Mariscal's meetings with civil society activists and Special Olympics athletes, intensified attention on the disability rights debate in Panama. ■



Several of the Department's 2017 summer interns observe an emergency medical demonstration while visiting the ITF.

Photo by S.A. Nguyen

Summer Interns Visit DS Training Facility

Twenty-six Department of State interns visited the Bureau of Diplomatic Security (DS) Interim Training Facility (ITF) in West Virginia in July to learn about the Foreign Affairs Counter Threat (FACT) course. The DS-sponsored visit offered interns the opportunity to observe some of the training that members of the Foreign Service and foreign affairs community receive before going overseas. One person who interned with DS said the FACT course “was extremely informative, and as an aspiring Diplomatic Security Special Agent, it really gave me a hands on feel and insight as to how important training is for agents or outgoing personnel to learn these skills and be able to implement them in the field in real time.”

“Seeing the training firsthand was an eye-opening experience that gave me a lot of insight into the real situations members of the Foreign Service might be in,” said another intern. The interns observed an emergency medical demonstration and a final practical exercise resulting from a weeklong training session.

Many of the interns said the experience helped them gain a better understanding of the training associated with the Foreign Service and the Department's various roles and career paths. One DS intern called the FACT training trip “an incredible experience and certainly the high point of my internship this summer.” That intern now sees becoming a DS special agent “as my preferred career path.” ■



In July, Ambassador Earl R. Miller, left, poses with Simon Hughes, managing director of Hatfield Consultants, representatives for DigitalGlobe in Botswana, at the Grand Palm International Conference Center in Gaborone, Botswana. Between them is a DigitalGlobe satellite photo of Manhattan.

Photo by Keith Curtis

Embassy Launches First Single-Company Promotion

In July, the U.S. Embassy in Gaborone sponsored its first single-company promotion (SCP), working with DigitalGlobe of Denver. This high-level, invitation-only event, dubbed “Discovery Day,” marked the countrywide launch in Botswana for DigitalGlobe, a premier provider of satellite imagery for the private sector.

The event, at the Gaborone International Conference Center, drew more than 100 representatives from the private and public sectors, including government officials. Ambassador Earl Miller spoke, highlighting the technology’s uses in military defense, tourism, urban planning and environmental conservation. Speakers from DigitalGlobe and Hatfield Consultants, DigitalGlobe’s local representative, discussed the technology’s implications for its government and private partners, and conducted a live demonstration.

The event was covered by national and international media, and was, according to Paulo Godinho, DigitalGlobe’s senior regional marketing manager, “an incredible success.” He lauded the embassy’s support for advancing his company’s “existing commercial opportunities in Botswana as well as uncovering new ones” and said that relationship was vital “to extending our leadership across the world.”

An SCP is an easy-to-implement service that can be used to introduce or expand a U.S. company’s offering in any market. Designed to make a big market splash, the SCP held for DigitalGlobe, which helps put the “maps” in Google Maps, was a true country-team effort. The embassy front office kicked off the event and managed invitations, the public affairs section brought press coverage, the economic/commercial section supported the event and brought private sector involvement.

Political-Economic Chief Daniel Renna said the event was a “breakthrough for our commercial work here, allowing us to present U.S. technological leadership and how American products can benefit our host country development.” ■



Anuradha Koirala and a young Nepali girl welcome U.S. Ambassador to Nepal Alaina B. Teplitz during her visit to “Maiti Nepal” in July. Maiti Nepal is a nonprofit organization that shelters and works for victims of sex trafficking in Nepal.

Photo by Punya Prajapati

Embassy Anti-Trafficking Effort Highlights Successes

As part of a yearlong program celebrating 70 years of U.S.-Nepal relations, the U.S. Embassy in Kathmandu in July focused on raising public awareness of modern day slavery, while helping the government of Nepal strengthen its fight against trafficking-in-persons (TIP).

The Embassy sponsored an art exhibit at Patan Museum by American and Nepali artists focusing on the experiences of trafficking survivors and those at risk, and the public affairs section hosted two American musicians who performed before an audience of more than 2,000 people at the exhibit opening and across Kathmandu. Media attending the events met anti-trafficking advocates, thus amplifying awareness of the problem and the work of post’s Nepali partners.

Post’s colleagues from the Department of Justice’s International Criminal Investigative Training Assistance and Overseas Prosecutorial Development Assistance and Training programs also held trainings on identifying, investigating and prosecuting TIP cases for judges, police, prosecutors, government support services and NGOs. 2016 Department of State TIP Hero Kiran Bajracharya lauded the impacts of U.S. TIP training to the Nepal police.

In an op-ed article for English- and Nepali-language newspapers, Ambassador Alaina Teplitz spoke against trafficking, calling on the host government to ratify the United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, which came into force in 2000 and has since been ratified by 171 nations.

Thanks in part to longstanding U.S. support to combat TIP, public awareness of trafficking and enforcement of anti-trafficking law have markedly improved in Nepal. In her op-ed, Ambassador Teplitz noted that the “political will to combat some forms of trafficking is expanding, laws exist in Nepal to address human trafficking, and Nepal is in the process of building its capacity to confront the problem.” ■

Diversity Notes

GREG SMITH
OFFICE OF CIVIL RIGHTS



First-Grade Leadership

The environment we work in is affected by many things, but one of the biggest factors is the people with whom we work. How they affect the workplace is the key question. Do they contribute to a successful, fair, equitable and inclusive environment or detract from the same? I believe leadership makes the difference.

We all want to be good leaders—or at least we should. We read books and articles, as well as attend trainings, conferences and lectures for the best advice or latest thought on good-to-great leadership. I’m no different; I’ve attended my share of conferences. Professional development is a career-long quest. Yet, as I think about the best leadership advice I ever received, I am taken down memory lane to my first day of first grade. I’m sure you received some iteration of this advice, too.

The advice was simple, direct and to the point: “Listen to your teachers; do your best; play nice with everyone; and keep your hands to yourself.” Who would’ve thought this advice would still ring true today?

Throughout my career, I have followed those dictates in every position I have ever held. It served me well while on active duty in the Navy, as a civilian attorney, and while working at the U.S. Senate and at the Department.

Let us review. “Listen to your teacher” simply means follow directions, complete assignments and ask questions. The same applies whether you are engaging with supervisors, peers or subordinates. The operative word is “listen,” which is a leadership imperative. Whether one is leading a team or trying to resolve conflict in the workplace, listening is an important skill to master.

“Do your best” means simply that you put your best foot forward, do your homework, learn and refine your craft, and put time in to prepare. Given your ability and capacity to exert effort, you should always be satisfied with your input, regardless of the outcome. Put in maximum effort, enthusiasm and energy at any task, project or event. At the end of the day, leave work knowing you’ve given it your very best.

“Play nice with everyone” is all about interpersonal skills, being a good colleague and acting civilly toward others. Be considerate of your colleagues and treat them with respect. No matter the differences you may have with colleagues, it is important nonetheless to treat everyone equitably.

“Keep your hands to yourself”—need I say more? You would be surprised by the number of individuals in the world who still haven’t mastered this basic principle. They are one of the reasons offices like the Office of Civil Rights (S/OCR) exist. Should you or a colleague feel as though you are the victim of sexual or discriminatory harassment, contact S/OCR at SOOCR_Direct@state.gov.

So why does any of this matter? Because we all have a stake in the Department and a responsibility to make our work environment fair, equitable and inclusive. In this, personal leadership makes all the difference. The success of our Department is based on the contributions of each and every one of us as leaders. Let’s continue to be mindful of our own personal actions as we work together to fulfill the Department’s mission. ■

Waging Peace

Office sets peacekeeping, sanctions, counterterrorism policies

By Colleen Traughber, international relations officer, and Matthew Ouimet, sanctions officer, Office of Peacekeeping, Sanctions, and Counterterrorism

The Bureau of International Organization Affairs' Office of Peace Operations, Sanctions, and Counterterrorism (PSC) works through U.S. Missions to link the Department of State and most of the U.N. and other multilateral organizations in which the United States is a member. The office advances U.S. policy objectives in the U.N. Security Council and mobilizes partner states to pursue shared interests in shaping and sustaining a more peaceful world.

The PSC team includes Civil Service and Foreign Service employees, and military detailees, employees with backgrounds in academia, diplomacy, law, international organizations and service in the armed forces. The office also hosts the bureau's senior military advisor, who offers a Department of Defense perspective.

The office's peacekeeping unit manages U.S. policy towards the U.N.'s applicable operations worldwide. The blue-helmeted U.N. peacekeeping troops are part of a broader U.N. effort that also includes 17 U.N. Security Council sanctions regimes and several counterterrorism initiatives. PSC "action officers" travel to the 15 U.N. peacekeeping missions yearly to conduct mission-monitoring and, upon returning, draft reports and strategy papers that will help determine U.S. policy toward the missions prior to their periodic Security Council renewals. The action officers are also the eyes and ears of the Department in Washington, consolidating interagency positions and providing guidance to the U.S. Mission to the U.N. (USUN) prior to votes and other Security Council action. Action officers, in essence, are "desk officers" for their missions, acting as the Department's



During the PSC visit to the UN Mission for Stabilization of Haiti in August, Colleen Traughber of PSC, Embassy Control Officer Kari Jaksa, Bonnie Mace of the Bureau of Western Hemisphere Affairs, and Lance Posey of the Bureau of International Law Enforcement Affairs posed with two Bangladeshi aviators.

State Department Photo

experts on the U.N. peacekeeping missions, ranging from those in the Middle East to the Western Hemisphere.

The unit is working to reform U.N. peacekeeping and ensure such missions are efficient and effective. It also helps ensure peacekeeping works well and countries can end internal conflicts, re-establish democratic political processes and develop their own capacities to protect their people and gain economic prosperity. The peacekeeping unit also helps ensure that U.N. peacekeeping missions are properly configured to support political solutions and fully accountable for upholding the highest standards of conduct and discipline. | *Cont.* | ▼

Another PSC unit, Sanctions, provides guidance on Security Council sanctions resolutions, targeting countries, entities and individuals engaged in destabilizing activities such as nuclear weapons development, terrorism and genocide. Sanctions officers coordinate U.N. restrictions designed to be effective and humane, including asset seizures, travel bans, arms embargoes and sectoral restrictions. One recent sanctions resolution, for example, will deny North Korea \$1 billion annually, a third of its export earnings, that might have gone to fund illicit nuclear weapons and ballistic missile development. Action officers in Sanctions are also a resource to U.N. peacekeeping missions, U.S. domestic sanctions programs, Congress, private organizations and the American people.

PSC also coordinates U.S. policy on counterterrorism within the often-complicated U.N. system overall. By providing policy guidance to shape Security Council counterterrorism resolutions, PSC's Counterterrorism unit promotes multilateral cooperation on key U.S. counterterrorism goals. Council resolutions deal with such topics as the threat posed by foreign terrorist fighters, preventing terrorists from acquiring weapons, countering terrorist narratives and enhancing aviation security. Action officers also ensure that relevant U.N. entities effectively report on terrorist trends and fill gaps in U.N. member states' capacities.



Members of a Brazilian battalion of soldiers stand at attention in Port au Prince in August.
State Department photo

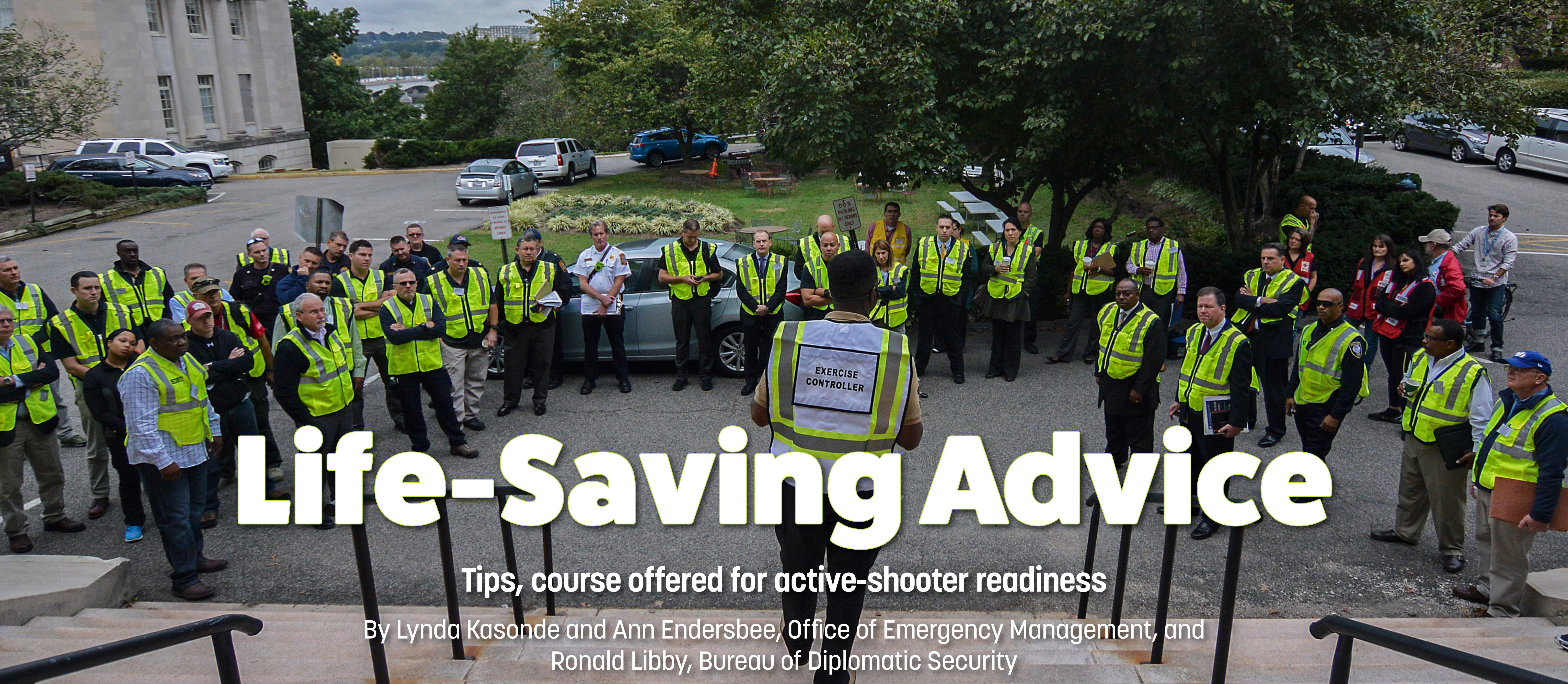


Members of a Brazilian battalion go on a patrol in Port au Prince in August.
State Department photo



Gathered in May at a U.N. conference are, from left, Pat Antonietti of the Office of the Secretary of Defense, Hank McKibban of the U.S. Mission to the U.N., and Ariel Volk and Rachel Schiller of the Office of Peace Operations, Sanctions, and Counterterrorism.
State Department photo

To ensure the U.N. is aligned with U.S. policy objectives on peacekeeping, sanctions and counterterrorism requires continuous engagement with U.S. agencies and members of the U.N. Security Council through a strong partnership with USUN. PSC is a dynamic, team-focused office dedicated to ensuring that multilateral diplomacy is a force multiplier for U.S. foreign policy and that U.S. leadership within the Security Council and throughout the U.N. system continues to serve America's interest in international peace and security. ■



Life-Saving Advice

Tips, course offered for active-shooter readiness

By Lynda Kasonde and Ann Endersbee, Office of Emergency Management, and
Ronald Libby, Bureau of Diplomatic Security

Observers, controllers and evaluators from law enforcement agencies and Fire/EMS response personnel, along with volunteers from the American Red Cross receive a briefing from OEM prior to the start of the simulated active-shooter exercise at Department of State offices on Navy Hill. The exercise took place Oct. 6, 2016, in Washington, D.C., and included Department of State personnel as well as local and federal law enforcement agencies.

State Department Photo

According to the FBI, active-shooter incidents and casualties are on the rise, and in approximately 80 percent of school shootings at least one person had information prior to an attack. While there's no pattern in an attacker's selection of victims, there are preattack indicators of whether someone may be about to become an active shooter. These could include development of a personal grievance, having feelings of persecution (real or imagined), gaining a sudden interest in and/or recent acquisition of multiple weapons and recently increasing target practice and weapons training. Should someone have

knowledge of a potential shooter, it's best to contact local law enforcement.

But even without such knowledge, everyone can plan ahead, as planning builds confidence and assists with a fluid and rapid response in a real incident. According to Troy Taylor, director of the Office of Emergency Management (A/OEM), everyone should have a plan for emergencies, including an active-shooter incident, as planning is critical for actions that could save your life. More information on a active-shooter and other preparedness resources is available on the A/OEM website.

| *Cont.* | ▼

| 1 of 3 |

To plan for an active-shooter incident, the Department encourages employees to use the “Run. Hide. Fight.” mantra. That means one should first run—evacuate the premises regardless of whether others agree to follow, leaving one’s belongings behind and using a planned escape route. Employees should help others escape, but don’t let others’ reluctance hold you back. Once outside the danger area, help keep others from entering that area and, if approached by law enforcement, keep your hands up and fingers visible.

The next step, to hide, means paying attention before an attack to note your surroundings to determine where to hide and what areas to avoid. If one can’t escape, it’s best to remain quiet and find a place to hide behind large items such as file cabinets or a refrigerator. If you are outside, seek cover that will stop a bullet, such as hiding behind a car or large tree, or at least seek to avoid being seen by the shooter. If in a location with a door, lock it and block it with heavy furniture. Turn off lights and sources of noise such as radios, televisions and cell phones, and keep quiet and calm. In the United States call 911, if it is safe to do so. As a last resort, when you cannot run and cannot hide and only when your life is in imminent danger, fight. Attempt to disrupt and/or incapacitate the shooter.

Individuals must use their own discretion during an active shooter event as to whether they choose to “Run, Hide, or Fight.” Have a plan and be aware of your surroundings before an emergency occurs.

That’s where the new 20-minute Active Shooter Course can help. This interactive online course, developed by OEM and the Bureau of Diplomatic Security (DS), lets employees respond to three scenarios of different active-shooter events. In



In an exercise, DS uniformed protection officers arrive on the scene of a simulated report of an active shooter attacking Department of State offices on Navy Hill. The exercise took place Oct. 6, 2016, in Washington, D.C., and included Department of State personnel as well as local and federal law enforcement agencies.
Department of State photo

each, the employee must decide whether to run, hide or fight. The course is on the DS website. An accessible version for those with special needs is also available there.

One other way OEM has promoted active-shooter readiness was through its recent Active Shooter Exercise. The exercise, a collaboration of OEM Policy and Planning Division Director Lynda Kasonde, DS’s Director of Domestic Facilities Protection (DFP) John Hampson and DFP’s Ron Libby, was held on Navy Hill at SA-04. To prepare, the directors and their staffs planned and synchronized the exercise’s concept and execution. The exercise allowed participating agencies to develop and evaluate the event’s objectives and engage in interagency partnering with the Washington, D.C., police, fire and emergency medical service responders, as well as representatives of the U.S. Park Police, FBI, Federal Protective Services and American Red Cross. | *Cont.* | ▼ | 2 of 3 |

The role players were recruited from the same building where the exercise occurred and provided realism to the event. The activity tested organizational procedures for their strengths and weaknesses and involved a whole-community concept among the many agencies involved. Among its guests were two representatives from Canadian government entities. One, David Fraser, sergeant-at-arms for Nova Scotia, lauded “participants’ professionalism and attention to detail.” Another Canadian observer, Gary Lenz, sergeant-at-arms for British Columbia, praised the “excellent teamwork displayed between first responders.”

Overall, DFP Director Hampson said the exercise “helped all of us to understand the complexities of DOS facilities and how DS uniformed protection officers will play a critical role in the overall goal of quickly neutralizing or isolating a threat.” He added the exercise identified several shortcomings that will be rectified and will “improve DS and DOS first response interaction with local law enforcement and medical first responders.”

As a result of the exercise, responders and participants are better able to respond to an active-shooter event, but employees also need to be ready to run, hide or fight. Bureaus may request Active Shooter Town Halls Training by emailing endersbeeae@state.gov. For all other questions, email askoem@state.gov. ■



During an exercise, a DS uniformed protection officer assists Department of State employees evacuating offices in a simulated active-shooter incident. The exercise took place Oct. 6, 2016, in Washington, D.C.

Department of State photo



Greening Awards

Department honors environmentally friendly posts

By Caroline D'Angelo, eco-management analyst, Management Policy, Rightsizing and Innovation (M/PRI)

Previous photo: An embassy volunteer releases a turtle into a pond at the Ambassador's Residence as part of a turtle release event, held in March in partnership with a veterinary science school and the Thai Department of National Parks to celebrate World Wildlife Day. The turtle was one of 89 rescued turtles and tortoises released onto the residence's land to highlight the embassy's efforts to preserve green space in downtown Bangkok.

State Department photo

Whether participating in events to protect wildlife, like releasing turtles back into the wild, or installing energy-efficient lights, solar panels and other green technologies, American embassies spent 2016 dedicated to making the world a little greener. These posts were recognized for their advances by the Department's 2016 Greening Diplomacy Initiative (GDI) awards, consisting of three honors, with winners selected by the senior-level Greening Council, a popular vote of employees or the Bureau of Overseas Buildings Operations.

The People's Choice GDI Award, this year based on more than 3,000 employee votes worldwide, went to the U.S. Embassy in Bangkok, now a three-time winner. Last year, the embassy led the launch of an Eco-Capitals Forum chapter, in collaboration with Bangkok city government and 14 embassies and international organizations located there. The forum allows the post to partner with the Bangkok city government and the embassies and groups on sustainability efforts throughout the city. Recent forum events included a ribbon-cutting for post's rooftop solar-panel installation and a turtle-release event done for World Wildlife Day.

The Greening Council's GDI Award went to Embassy Phnom Penh for its efforts at its compound and residences, and in that Cambodian city. Former Deputy Chief of Mission Julie Chung attributed much of post's success to an active Green Team of post employees drawn from across the mission.

"Our Green Team comes together to seek innovative ideas to protect our environment, recycle and create a network in the local community on greening initiatives," she said. "It's heartening to see awareness on these issues grow not just within the mission but in Cambodia," she observed. | *Cont.* | ▼



This decorative wall made of plastic soda bottles was made at Embassy Santiago in honor of both Earth Day and Take Your Child to Work Day.

State Department photo

The post's facility manager, Susan Meyerson, said reviewing success stories from other posts helped inspire new ideas for potential projects and sustain morale. She said she and the Green Team ensured each project was a smart business decision that would benefit the post and community. These successes include reducing energy costs by \$80,000 this year through, and by fine-tuning, the building-automation system. The \$220,000 LED replacement project is expected to pay for itself in two years, far ahead of the bulbs' projected lifespan of five to 10 years. The

bulbs were manufactured in the United States by an American company.

In the residences, the post replaced loud and inefficient water distillers with a water treatment technology that requires no energy, saving post an estimated \$200,000 annually compared with the old distillers. Like the LED bulbs, these filters are sourced from an American business.

More broadly, the embassy used its on-compound work to engage with local government, business and nongovernmental partners in Phnom Penh. The post helped lead the establishment of the Green Consortium, which coordinates environment-related activities in Cambodia and is working to establish a recycling program in the city modeled on the post's program.

The Greening Council's runner-up award went to Embassy Santiago for having navigated strict local regulations on importing vehicles to successfully import an American-made electric car, the Chevy Volt. An electric vehicle will save money on fuel and maintenance, and provide a clear example of technology that Chileans could use to reduce air pollution. The city's air quality is often poor, particularly in the winter months. The post used the car's arrival to mount social media campaigns and promote continued engagement with the Chilean government and public.

The council gave its honorable mention award to Mission Geneva for its multipronged effort to promote environmental sustainability. | *Cont.* | ▼



Solar panels adorn the exterior of a Mission Geneva structure, showing the post's environmental commitment. *State Department photo*

The mission requires the use of shared printers in all offices, resulting in a 20 percent reduction of printers, saving more than \$25,000 over the next few years in replacement hardware, energy and other consumable materials. Mission Geneva was the first U.S. post to install an enterprise-class photovoltaic system, and this year it boosted the system's performance 13 percent through a modernization that will extend system life five years. The move avoids \$100,000 in equipment replacement costs and saves \$80,000 annually in energy costs.

The Bureau of Overseas Buildings Operations, meanwhile, gave its award to the U.S. Embassy in Abu Dhabi for its energy conservation efforts. The post has modified its building automation systems, added variable-speed motor controllers and LED fixtures to cut electricity use, and optimized facility operations to extend equipment life. ■



The ambassador's wife, Sotie Heidt, displays a flower that will decorate Mission Cambodia.
State Department photo



In commemoration of Earth Day, Embassy Santiago Chargé d'Affaires Dale Eppler, sixth from left in tie, joins embassy officials to inaugurate a community garden in Santiago.

State Department photo | 4 of 4 |

Broad Reach

Initiating public diplomacy programming for Syrians in Jordan

By Maha Armush, assistant cultural affairs officer, U.S. Embassy in Amman

By offering public diplomacy (PD) programs to Syrians in Jordan, including American cultural activities and English-language classes, Embassy Amman is affecting the future of Syria. There are approximately 660,000 registered Syrian refugees in Jordan, 85 percent of them in urban areas in northern Jordan. PD programs directed at Syrians in Jordan can be seen as a strategic priority, with a view toward preparing them for their eventual return to Syria and the development Syria will require in the future. Many of these Syrians have struggled since the start of the conflict in 2011, are scrambling to make ends meet and have had limited exposure to American ideas or interaction with Americans.

According to Public Affairs Officer Ali Lejlic, “Young Syrians would benefit from engagement to give them hope and to prepare them with the English language and entrepreneurial skills needed to build a better future for themselves, their families and their country.” Syrian NGO leaders say Syrian youth, who often cannot pursue their secondary or higher education in Jordan, are caught between childhood and adulthood and are searching for constructive ways forward. Syrian youth are hungry for knowledge and contact with the larger world.

English-language programs make sense, in particular, as Syrian refugees have limited English skills, due to the Syrian regime’s deprioritization of English-language acquisition, leading to fewer professional and educational opportunities. The mission already offers a range of English language programs, including the ACCESS English Microscholarship Program, which has 1,500 registered students in Jordan. In Irbid, in northern Jordan, the ACCESS English program includes 40 Syrian students. In a recent meeting, their parents expressed delight at their children’s participation and reported both academic progress and greater self-confidence for them. Regional English | *Cont.* | ▼

“Young Syrians would benefit from engagement to give them hope and to prepare them with the English language and entrepreneurial skills needed to build a better future for themselves, their families and their country.”

- Public Affairs Officer Ali Lejlic



The American a capella band The Exchange conducts a workshop for refugee children in Amman in May.

State Department photo

Language Officer Roger Cohen says the program is crucial and creates “an open space for students to learn about U.S. culture that they have never had before.” Now, he said, “students want to find out more and are eager to engage with embassy visitors and share their experiences.” English language equips Syrians with a practical skill and creates more professional opportunities, which is why English classes are in such high demand.

NGOs say youth aged 14-20 are in special need of support, as they’re thinking about their futures, including their educational and job prospects. Many of these youth intend to return to Syria one day, and thus investing in them means investing in Syria’s future. Some Syrian teenagers in Jordan can, understandably, feel despair at the lack of opportunity. PD programs with cultural components are an excellent way to reach these teens as well. The arts and theater can offer hope and a sense of normalcy. In fact, Syrian contacts emphasize that community-based cultural programs are essential to encouraging resilience and courage among adults and children who are suffering from PTSD. The arts and theater can act as a pressure valve to give Syrians an outlet for their stress and also mitigate the hopelessness and idleness that extremists can prey on. Therefore, offering such programs at local community centers, in particular, as humanitarian relief is already done at these centers, and they are viable programming and engagement platforms. Heather Kalmbach, the embassy’s senior regional refugee coordinator, and her team have programmed more than \$643 million in humanitarian assistance for Syrian refugees in Jordan since the crisis began, and she says PD programs would complement humanitarian work. | *Cont.* | ▼

“highlight our common humanity and show young Syrians that the United States cares about their development.”

- Peter Neisuler, Cultural affairs officer

Music-based cultural programs are already in use. In May, Embassy Amman brought an a cappella group called The Exchange to Jordan to perform concerts and hold a workshop for disadvantaged Jordanians and Syrian refugees. The group showed attendees how to use their voices to make different sounds, creating a unique cross-cultural exchange. Embassy Amman also recently held a science education program for Syrian refugee children in schools near the border, as well as engagement programs based on photography, writing, slam poetry, sports and music. Peter Neisuler, the embassy’s cultural affairs officer, said such programs “highlight our common humanity and show young Syrians that the United States cares about their development.” Attendees also leave encouraged to engage with the United States, both now and once the conflict at home is eventually resolved.

In addition to arts, theater and music programs, engaging with Syrian refugees allows Embassy Amman to achieve its goal of improving the lives of women and girls. PD programs focused on women’s empowerment build confidence, integrate women into the economy and promote values of equality in participants’ homes. This, in turn, combats early marriage and other vulnerabilities of girls. UNICEF says 35 percent of Syrian refugee marriages in Jordan involve child brides, and that, of the approximately 500 Syrian women who marry each month, 170 are under age 18. Integrating women into the economy creates economic stability, which in turn leads to family—and in the long term, regional—stability. | *Cont.* | ▼



Alysia Harris, a poet who came to Embassy Amman during Black History Month, gives a public performance at the Amman Royal Cultural Center. The next day, she did a performance specifically for refugees.

State Department photo

Sports offer another positive means of outreach, since athletic activities promote social, economic and gender goals, as well as health and education (Studies show athletes are more likely to stay in school.). Two American Fulbright scholars in Jordan run a program to create soccer, basketball and squash teams for Syrian refugee girls. The program aims to challenge traditional gender barriers, combat social pressures and provide a physical outlet. Since Syrian girls play sports with members of their local communities as part of this program, being involved can help them resolve differences, foster friendships, and make them more at home in their communities and more likely to take positive community leadership roles.

Many embassy staff members volunteer to help the nation's refugee communities outside of their official work duties. For example, FSOs Ana Delacruz and Anela Malik volunteer to teach English to Syrian and Iraqi adults at an NGO in East Amman. Similarly, FSO Paul Wulfsberg teaches English to Syrian orphan children in his spare time. At his weekly class in a working-class neighborhood in Amman, he said, "most of the kids missed at least one year of schooling because of the war, but are incredibly eager to catch up. For nearly all of them, we embassy volunteers are the first Americans they've ever met in person."

"Most of the kids missed at least one year of schooling because of the war, but are incredibly eager to catch up. For nearly all of them, we embassy volunteers are the first Americans they've ever met in person."

- FSO Paul Wulfsberg

Other U.S. Mission volunteers doing community service recognize the physical and psychological repercussions of the war in Syria and understand the value of engaging with refugees who often feel desperation and angst. Many of these Syrians feel invisible, and they light up when an American spends time with them and shows interest. Engaging with Syrians creates good will and has positive reverberations throughout the broader refugee community. It also builds bridges with American communities, breaks down barriers and leads to tolerance and moderation.

Embassy Amman is also looking into an International Visitors Leadership Program, the Department of State's flagship professional exchange program, for Syrian NGO leaders in Jordan to visit their counterparts in the United States and learn best practices as well as build long-lasting professional relationships with them.

While Embassy Amman is broadening PD engagement with the Syrian refugee community, the opportunities and potential effects are tremendous. ■



Repatriated at Last

Mission helped return Americans' remains from long-ago war

By John Trygve Has-Ellison, deputy chief, nonimmigrant visas, U.S. Consulate General, Monterrey, Mexico

In 2011, 165 years after the Battle of Monterrey during the Mexican-American War, a Mexican construction company uncovered what were believed to be the remains of 13 U.S. soldiers while excavating the site of an old tannery, scene of some of the fiercest fighting, in downtown Monterrey. Subsequent testing by Mexico's National Institute of Anthropology and History (INAH) and the U.S. Armed Forces Medical Examiner System (AFMES) determined with 95 percent probability the remains were Americans.

Roughly one year ago, the remains were returned to the United States.

During my tour in Monterrey, I worked in the effort to repatriate the remains, work that held special meaning for me, as I have an extensive background as a historian—but in German, not Mexican, history. I've done research on pre-WWI German nobles and modernism, and even published research in the journals of German studies run by Oxford and Johns Hopkins universities. After gaining a doctorate in the topic, I did postdoc work in Germany in 2009. | *Cont.* | ▼

But the complexities of the repatriation process were still new to me because this was history in real time. And, unlike a purely academic question, the process of bringing the remains back to the United States couldn't simply be resolved with a few strokes of the pen. There were so many events that needed for repatriation to happen and, if any hadn't happened or if different decisions had arisen, there'd have been

no repatriation. For instance, the construction company that uncovered the remains could have paved over the bones and moved on; instead, it called the police, thinking it had uncovered a crime scene. Or: The police could have chosen to ignore the remains and not called the scholars from the INAH. Or: INAH could have kept the remains at the institute without alerting the Consulate General. It's even possible U.S. diplomats could have put the issue on the back burner and not followed up with the government of Mexico.

However, U.S. diplomats, particularly Consul General Tim Zuniga-Brown, never faltered in their commitment to these 13 long-forgotten U.S. soldiers.

The repatriation effort lasted five years. Between 2011 and 2016, INAH, the Secretariat for International Relations (SRE), the U.S. Embassy in Mexico City and the U.S. consulate general in Monterrey negotiated. Throughout this process, they had the support of local historians and the public, in particular the Friends of the Battle of Monterrey. That local support, in light of the historical nature of the remains, was critical to the effort's success.

But there was a significant hitch involved. Although the repatriation of remains normally occurs after peace is negotiated with 20th century combatants, those who died in the battles of earlier centuries were normally buried where they fell, with no provision for returning their remains to their homelands. For instance, while earlier U.S. treaties with other nations called for return of prisoners and even, in the Treaty of Algiers, for the return of the effects of U.S. citizens who died in the conflict, there was no provision for the return of remains. Thus, the Treaty of Guadalupe Hidalgo, which ended the Mexican-American War, involved the return of prisoners and property but not the remains of those killed.



Consul General Tim Zuniga-Brown, fifth from right, poses with members of the U.S. military charged with transferring the remains to Dover Air Force Base. *State Department Photo*

Finally, the repatriation of the soldiers' remains occurred in September 2016 when two U.S. military planes carrying the remains departed Monterrey for Dover Air Force Base. The event resulted from the cooperation between Embassy Mexico City and the SRE and the strong ties between each nation's foreign affairs agencies, and created a template for future repatriations, since more remains may be discovered. Consul General Zuniga-Brown and the other FSOs who worked on the issue over the years saw the repatriation effort as a historic win for diplomacy and a tribute to the academics and researchers in Monterrey who worked with the consulate throughout the process and preserved the remains faithfully.

Recently, AFMES linked the remains to their descendants in Mississippi and Tennessee, and the consulate organized a video conference for Mexican authorities and experts from Middle Tennessee State University and Lipscomb University, who told how the remains were forensically tested and the descendants identified. When the remains are formally interred with full military honors, Mexican representatives hope to attend the ceremony, a fitting close to a chapter in the two nations' efforts at reconciliation and cooperation.

Looking back on this, it seems the effort to bring the remains to U.S. attention and repatriate them reflects how historical events are ultimately about choice—ordinary people's decisions can make a difference for good or for ill. ■



The post's Marine honor guard loads the remains into the hearse on the grounds of the consulate.

Department of State photo



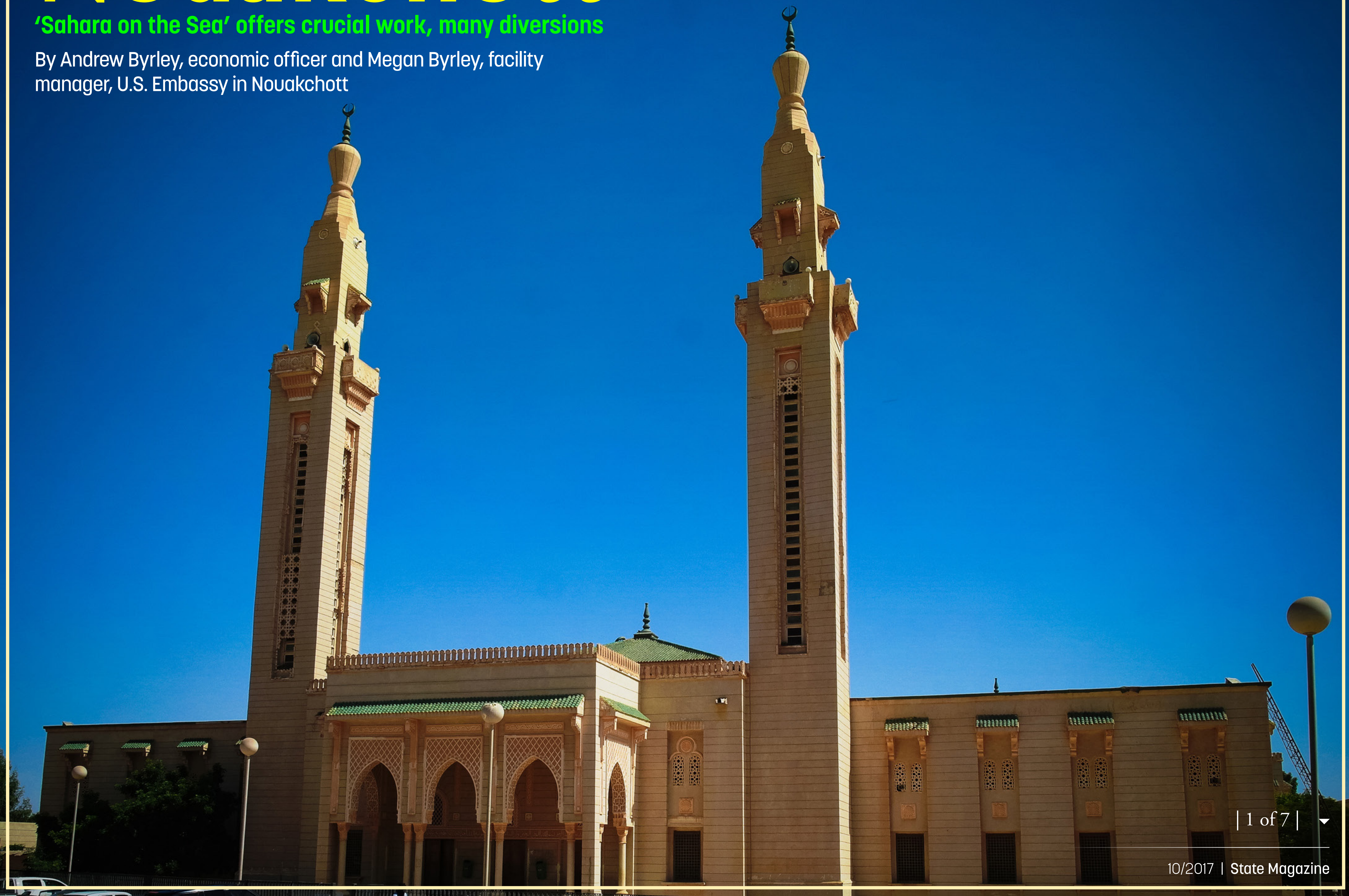
The post's Marine honor guard transfers the remains to a military aircraft.

Department of State photo

Nouakchott

'Sahara on the Sea' offers crucial work, many diversions

By Andrew Byrley, economic officer and Megan Byrley, facility manager, U.S. Embassy in Nouakchott



Opening photo: A view of the nation's largest mosque in the heart of Nouakchott.
State Department photo

Mauritania is at its most stunning where the stark beauty of the Sahara meets the mesmerizing beauty of the sea. Staring up at the amazingly starry night sky, while lying on a mat spread out in front of a desert tent and listening to the waves crashing on the beach; these moments inspire awe and joy.

Nouakchott, or “Sahara on the Sea,” is the capital of the Islamic Republic of Mauritania and has a population of less than 1 million, or one-third of the country’s total. Covering an area slightly larger than New Mexico and Texas combined, Mauritania is primarily a desert land of endless dunes, majestic buttes and ancient caravan towns. The nation’s southern strip, about a quarter of the national territory, is part of the Sahel, the transitional scrubland bordering the Sahara from the Atlantic to the Red Sea. The country’s nearly 3.5 million residents are concentrated in the southern strip along Mauritania’s borders with Senegal and Mali, and in the two coastal cities, Nouakchott and the northern port of Nouadhibou.

In cultural terms, the country, like the other four Maghreb countries (Morocco, Algeria, Tunisia and Libya), is a majority Arabic society with significant Berber cultural influences. But while the other Maghreb countries also have Mediterranean influences, Mauritania instead has significant Sahel cultural influences, in part because a quarter of the population is from non-Arab, sub-Saharan ethnic communities such as the Halpulaar, Soninké and Wolof. “We Halpulaar are known for our cattle, farming and aptitude for studying,” says Amadou Hamidou Sy, a technician who has worked at the embassy for 38 years.

The Arabic speaking majority is made up of two distinct communities: the Beydane and the Haratine. Collectively known as “Moors” or “Arabs,” they share many cultural elements, as well as the Hasaniya dialect of Arabic. Most



An artist's rendering shows what the new embassy compound will look like, when completed.
Photo by AECOM

Beydane and many Haratine identify with the Arab world and have links with the Tuareg and Moors of northern Mali, among others. Sub-Saharan Mauritians tend to have cultural and familial links to Senegal, where most of their ethnic communities reside. Besides their mother tongues, they tend to speak French rather than Arabic.

The Haratine make up nearly half of the population and descend from slaves held in decades past by the Beydane. Slavery still exists in Mauritania, though it is reduced and underground. A top U.S. Mission objective is ending it by supporting the efforts of civil society and the government.

The mission’s chief goal, though, is promoting security for Americans and Mauritians. The staff from various departments and agencies within the government work together to advance that goal. The president of Mauritania and the chief of the nation’s defense staff and other senior officials regularly cite the mission’s successful

| *Cont.* | ▼

| 2 of 7 | ▼

A traditional Mauritanian tent stands amid Chinguetti's ocean of sand dunes.
Photo by Kim Pease



security cooperation as a major factor in the reduction of extremist violence since 2011. Prior to that, there were years of attacks against diplomats, tourists, development workers and security forces by terrorist groups.

In 2014, the leaders of Chad, Niger, Burkina Faso, Mali and Mauritania established a regional organization to coordinate their efforts to promote security and economic development, setting up a permanent secretariat of the “Sahel Group of Five” in Nouakchott. Embassy staff members regularly engage with the Sahel G-5 Permanent Secretary and his team, who are seconded from all five member states.

The U.S. Mission also works to increase domestic and international trade and investment through reform of the business climate and by expanding opportunities for youth to obtain employment-relevant education. Youth unemployment is a major problem, with security and socioeconomic ramifications. Additionally, the mission aids the Mauritanian government in achieving its commitments to humanitarian relief, disease control and prevention, and poverty reduction.

U.S.-Mauritanian commercial relations have expanded dramatically in recent years. The principal economic activity of most Mauritians involves rearing camels, cattle, goats and sheep. The nation also has some of the richest commercial fisheries in the world, and derives income from mining iron, gold and copper, and pumping offshore oil and gas. An American firm specializing in Africa has made a sizeable natural gas discovery on the maritime border between the country and Senegal, and those nations are cooperatively developing the find under a pact like that used by the U.K. and Norway for transborder North Sea production.

American companies are also involved in other sectors: Caterpillar provides earth moving equipment to the mining industry; Cargill ships iron ore; and Boeing sells aircraft to the national airline. Recently, the mission



Deputy Chief of Mission Irvin Hicks Jr., right, sits beside the governor of Boghe to celebrate an Iftar in June.

Photo by Mohamed Ova

facilitated Mauritanian business leaders’ establishment of the U.S.-Mauritania Business Forum to further American trade and investment.

In 1960, the United States recognized the independence of Mauritania, becoming the first country to do so. President Kennedy later nominated the first American ambassador to the nation and instructed the embassy be established in the new, purpose-built capital of Nouakchott (during the nation’s earlier French colonial period, Mauritians were overwhelmingly nomadic, and there was no need for a colonial capital on Mauritanian soil).

Since the embassy’s establishment, every American ambassador has lived in the same residence on the chancery compound, which shares a wall with the presidential palace on one side (Monkeys on the presidential compound regularly raid the post’s mango trees.) Other compound walls | *Cont.* | ▼

are shared with the Spanish and German embassies. The American International School of Nouakchott leases land from the United States within the chancery compound.

Next month, staff will move into a New Embassy Compound, and in 2018 the chancery will be demolished. For the new embassy design, the architects were inspired by traditional Islamic architectural elements and Mauritania's ancient Saharan caravan town, Chinguetti, a UNESCO World Heritage Site. The compound also features a wind turbine, solar panels and an on-site water treatment plant, making it one of the most advanced buildings in the country.

In their spare time, many embassy colleagues enjoy hiking, sunbathing, kiteboarding, surfing and kayaking at the nation's beaches, one of which even has a golf course (caddies make packed sand "greens"). Other common activities include tennis, soccer, basketball, swimming, volleyball and workouts in the embassy gym.

Mauritanians pride themselves on their hospitality, and travelers are well treated. Exploring the country, therefore, is hugely popular. Favorite spots include two seaside national parks one in the south features mangroves, monkeys, migratory birds and passels of warthogs. The other, to the north, is a migratory bird refuge and features dolphins, endangered monk seals and sport fishing. Other fun places to visit are the ancient desert cities of Chinguetti and Ouadane, and the date palm oasis of Tergit. Staff members sometimes take weekend trips to nearby St. Louis, Senegal, or jaunts to Morocco and the Canary Islands.

Challenges still exist in the capital, like driving in a city where most drivers don't seem to follow the "rules of the road." As Resident Legal Advisor Tom Bradley, a former police officer, explains it: "There are traffic rules here; they're just different than the ones you learned back home. Stopping at red lights is optional. Cars are frequently stopped in the middle of the street and the sidewalk is seen as a convenient passing lane."

| *Cont.* | ▼



The Chinguetti UNESCO World Heritage Site is seen on the morning of the Ancient Cities Festival in January 2015.
Photo by El Moctar Med Lemine



Ambassador Andre, left, shares a laugh with Mauritanian military officers during a parachuting exercise in Atar, Mauritania, in 2015.
Photo by El Moctar Med Lemine



Ambassador Andre, center in suit, poses with local and state officials, who hosted a 2015 reception in his honor that included a traditional gun-firing to celebrate his arrival in their village.
Photo by El Moctar Med Lemine

Besides other drivers, you must sometimes dodge herds of fearless (or suicidal) goats and stray camels or motor patiently behind a donkey cart at 2 miles an hour.

But, mission staff say they have highly developed their defensive driving skills. And, when the stress of driving and the embassy's pace of work threaten to get the upper hand, there is always the beach, the starry desert sky and the lulling sounds of waves lapping on the seashore. ■



At a Glance

Mauritania



Capital:
Nouakchott

Government Type:
Presidential Republic

Area:
1,030,700 sq km

Area comparative:
Slightly larger than three times
the size of New Mexico

Population:
3,758,571 (July 2017 est.)

Major urban areas:
Nouakchott (capital) 968,000
(2015)

Languages:
Arabic (official and national),
Pular, Soninke, Wolof (all national
languages), French

Note: the spoken Arabic in
Mauritania differs considerably
from the modern standard Arabic
used for official written purposes
or in the media; the Mauritanian
dialect, which incorporates
many Berber words, is referred to
as Hassaniya

Religions:
Muslim (official) 100%

Exports (commodities):
Iron ore, fish and fish products,
livestock, gold, copper, crude oil

Exports Partners:
China 32.7%, Switzerland 11.1%,
Spain 8.6%, Italy 6.7%, Côte
d'Ivoire 6.6%, Japan 5.7% (2015)

Imports:
machinery and equipment,
petroleum products, capital goods,
foodstuffs, consumer goods

Imports Partners:
China 27.8%, France 6.9%,
Morocco 5.6%, Spain 5.2%,
Brazil 4.9%, US 4.4% (2015)

Currency:
Mauritanian Ouguiya

Internet country code: .mr

* The CIA World Factbook



Quick Turnaround

Embassy supports POTUS visit and
July Fourth celebrations in 72-hour span

By Aleksandra Jones and Dawid Skalkowski, summer interns, U.S. Embassy in Warsaw



When President Donald Trump visited Warsaw, Poland in early July, it was “an indication of what a close, steadfast ally Poland is,” said Ambassador Paul Jones. For the staff at Embassy Warsaw, however, the visit meant a significant bit of organizing. In just under three weeks, and in the midst of the summer transfer season affecting one-third of its U.S. staff, the embassy prepared for the president’s visit, managed the relocation of the Atlantic Council’s Global Forum from Wroclaw to Warsaw and co-organized with the Polish Defense Ministry a Polish-American Picnic for 20,000 visitors.

Then, just 24 hours before the president’s arrival, the embassy hosted its largest annual event—its fourth of July celebration.

Embassy staff spent several months working on the logistics and plans for the fourth of July celebration, which involved overseeing several continuously moving pieces. Throughout the course of that evening, embassy staff oversaw the 35-member Polish military band, the Air Force Winds Aloft band, 57 event sponsors, dozens of logistical support staff, four media outlets and more than 1,800 guests, including Polish government officials and pop culture celebrities.

With President Trump arriving in less than 24 hours, Deputy Press Attaché Stephen Dreikorn said he saw finishing the fourth of July celebration as simply “jumping over the first big hurdle.” But, he added, “when you hit that first hurdle, and you clear it, you feel very confident that you can hit the rest.”

Logistics for President Trump’s arrival were complicated by the embassy’s staffing limitations, and much of the preparations involved working with officials of various levels in the Polish government, local organizations and the White House. With so many moving parts, embassy staff put in a significant amount of hours to achieve success.

One of the visit’s most significant challenges was the numerous media outlets that wanted to cover the President’s arrival. There was an added challenge: Only a limited amount of space was available on site to accommodate media crews. Agnieszka Jakowiecka, an embassy media specialist, prepared more than 700 credentials for the president’s arrival, speech and departure. More than 600 media requests came in just to attend the arrival ceremony, some arriving just hours before the president’s plane landed.

Opening Photo: President Trump and Polish President Duda, third from left, prepare to lay a wreath at the Warsaw Uprising Monument prior to the president’s speech. *Photo by Embassy Warsaw*



Fireworks burst over the Ambassador’s Residence in Warsaw at the fourth of July party.

Embassy Warsaw photo

The key to success turned out to be the embassy's ability to respond flexibly and effectively to impromptu requests. When the White House confirmed interest in a wreath-laying ceremony at the Monument to the Ghetto Heroes, General Services Officer Tod Duran procured a customized wreath in less than half an hour. Other embassy staff became available at a moment's notice to provide on-site media support and to coordinate logistics with officials from the adjacent Jewish history museum.

Public Affairs Counselor Christopher Midura, for instance, credited the staff's flexibility and capacity to work together. "This mission does work together exceedingly well, and that starts at the top—the sense of all being part of one larger whole, and everyone doing their part, meaning you're coordinating with everyone else and doing your part," he observed.

Jagoda Zakrzewska, an embassy cultural affairs assistant, was an organizer of the meeting between first ladies Melania Trump and Agata Kornhauser-Duda. Days prior, Zakrzewska had to finalize every aspect of the first lady's itinerary. That included everything from approving the table cloth and china used at the table of the meeting to the ideal location for photos.

While working on the first lady's itinerary, a significant challenge arose when the Polish Ministry of Defense asked the embassy to co-organize a Polish-American military friendship picnic, complete with F-16 flyovers, for the crowds attending President Trump's speech at Krasiński Square. With less than two weeks' notice to prepare for this large outdoor event, she worked with her American Spaces colleague Jerzy Roguski and Political Officer Heidi Applegate to finalize the first lady's schedule and create a program for a picnic that would be visited by 20,000.

The picnic showcased various public diplomacy initiatives, including Fulbright, EducationUSA and American Spaces. But what really ensured the picnic's success, said Zakrzewska, was the strength of the embassy's cultural and educational programs, which made it easier to plan the programming for the Polish-American picnic with confidence.

Within 72 hours, Embassy Warsaw staff collectively supported a fourth of July celebration, presidential visit and a festival to celebrate the Polish-American military relationship, activities that engaged tens of thousands of Poles over three days. While the intensive 72 hours may have seemed overwhelming, its American and Polish staff jumped over each hurdle with confidence and poise. ■




President Trump and U.S. Ambassador Paul W. Jones, center, pay attention at a bilateral meeting between the president and Polish President Duda.

Photo courtesy of Krzysztof Sitkowski/KPRP

Finding Solace

DS medic uncovers incidence of PTSD—his own

By Angela French, public affairs, Diplomatic Security Service



Department of State employees who serve in high-threat environments can suffer post-traumatic stress disorder (PTSD). Just ask Diplomatic Security Service (DSS) Tactical Emergency Medical Support Program Manager James Eusano, whose symptoms began after he returned from deployment to the U.S. Embassy in Port-au-Prince, Haiti, in 2010, where he supported operations in the aftermath of that nation's devastating earthquake.



James Eusanio provides medical emergency support for DSS Mobile Security Deployments training in Blackstone, Va.

State Department photo

“Port-au-Prince was shattered,” said Eusanio, who recalled the homeless and injured begging and “corpses lying in the streets.”

“The city looked like an apocalyptic aftermath,” he added.

Eusanio buried his shock and, with an Air Force Special Operations Surgical Support team, began treating people with broken bones, crushed or amputated limbs, dehydration, starvation, second- and third-degree burns, and more. The medics prioritized patients, and Eusanio worked nearly around the clock, only able to grab an hour or two of sleep each night.

“I got a front row ticket to some of the worst suffering I have ever witnessed in my life,” Eusanio recalled. “The horrors you see as a medic handling a mass casualty incident set me up to receive an emotional bullet that I did not recognize for a while.”

Eusanio’s wife, Erin, a firefighter paramedic, noticed a change in him when he returned stateside. She initially believed he needed time to process, but after a few weeks, he remained withdrawn, short-tempered and apathetic. She “had to walk on eggshells” to avoid upsetting her husband, who she said “continued to lose interest in things he normally enjoyed ...”

He “rarely laughed or joked, which was very unlike my husband,” she observed.

Erin suggested that her husband see his doctor. “I felt like the whole world was out to get me—I was paranoid—and had a gray cloud over me that wouldn’t let me be happy,” Eusanio said. He had been raised to repress his emotions, so he tried to push his feelings aside, but he said they only became worse. Finally, his suffering reached “a debilitating point,” he said. “I had tightness in my chest, my heart raced, and I felt overwhelmed all the time. It was difficult to go to work, to interact with people. I was seeing everything through a negative lens.”

With traumatic images of orphans and casualties flooding his mind, harming his memory and concentration, Eusanio found himself unable to remember simple instructions or regular tasks, like taking out the trash. He didn’t know what was wrong, and feared seeking help would hurt his security clearance and get him labeled unfit for his job. “I was told by colleagues that if someone needs mental hand-holding they don’t belong in DSS,” he recalled.

In 2014—four years after his return from Haiti—Erin gave Eusanio an order: Go to the doctor. Still afraid about losing his job, Eusanio sought treatment outside the Department. The doctor gave him medication and at first he responded well, but after a few months, his symptoms came back.



A volunteer cradles a Haitian child as James Eusanio (back right) works with military personnel to coordinate treatment and logistics for orphans in the immediate aftermath of the Haiti earthquake in January 2010.

Photo by Disaster Medical Assistance Team

That's when Eusanio turned to the Department's Employee Counseling Services (ECS). They were "absolutely superb," he said. "I can't stress that enough—superb." ECS concluded that Eusanio needed treatment that wasn't available through ECS and so it referred him to an outside licensed clinical social worker, MaryAlyce Torpy. But when he first met with Torpy, he glossed over the problem, telling her "I'm fine."

"In the field of trauma therapy, 'I'm fine' is usually a deterrent that means 'I should be over this, let's move on,'" Torpy explained.

She said Eusanio additional symptoms—tightness in the chest and tingling in the arms—showed that traumatic memories were still brewing, readying a "fight or flight" response. Torpy wanted to assess all Eusanio's symptoms before deciding the way forward, so as to "rule out an underlying medical cause before defaulting to psychological causes."

After a thorough assessment, Torpy confirmed ECS's diagnosis that Eusanio had PTSD, which she calls a neurobiological response to an event—not a failure to cope.

She placed Eusanio on a treatment regime that includes medication coupled with Eye-Movement Desensitization and Reprocessing, a psychotherapy that allows patients to forge new traumatic memory associations and coping skills. She also called for Accelerated Resolution Therapy, which helps remove strong emotional triggers and physical reactions when thinking about the difficult experience.

Eusanio said the treatment has been effective, but he also attributes his improvement to the support he has received from his leadership and the Diplomatic Security Peer Support Group, of which he is a member. Mark Danzig, who runs the group, has been especially supportive, he noted.

Eusanio said he wanted his story made known so that others will recognize that it is okay to get assistance. "This [diagnosis] did not affect my clearance in any way; I was up-front and provided the information they requested, and did not hold anything back," he said.

But, as his case shows, sometimes it may take someone close to the PTSD sufferer to recognize the symptoms. Eusanio said, though a medic, he didn't recognize the symptoms, which is why "your significant other or a friend may have a better chance of noticing something is wrong."

He urges those who see a colleague who seems withdrawn or just not acting like him or herself to ask the co-worker if there's anything he or she would like to talk about. "You may be surprised at how many people are afraid to speak up and just waiting for someone to ask them," he observed.

As for Erin, she said she'll continue to do whatever is needed to help Eusanio, adding that she's proud of him "for taking care of his invisible wound and sharing his story with others in the hopes that it helps someone else." ■



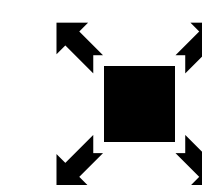
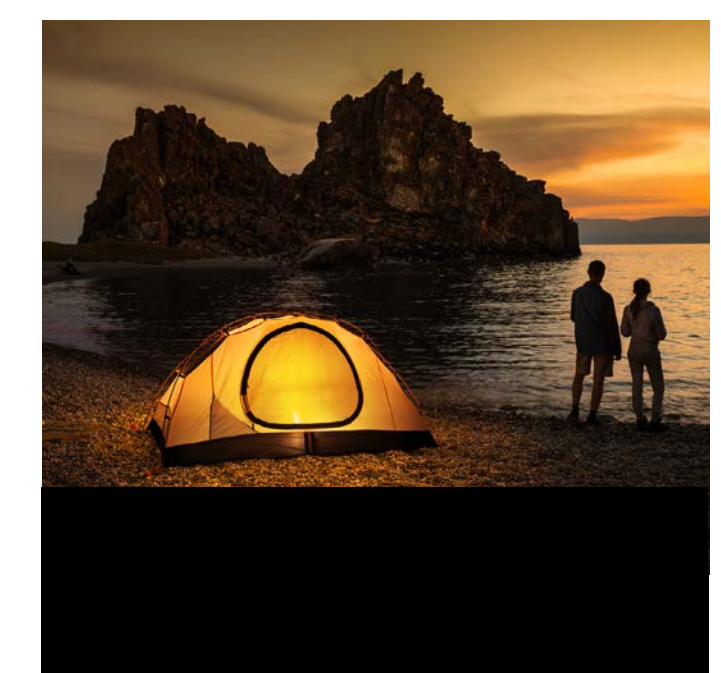
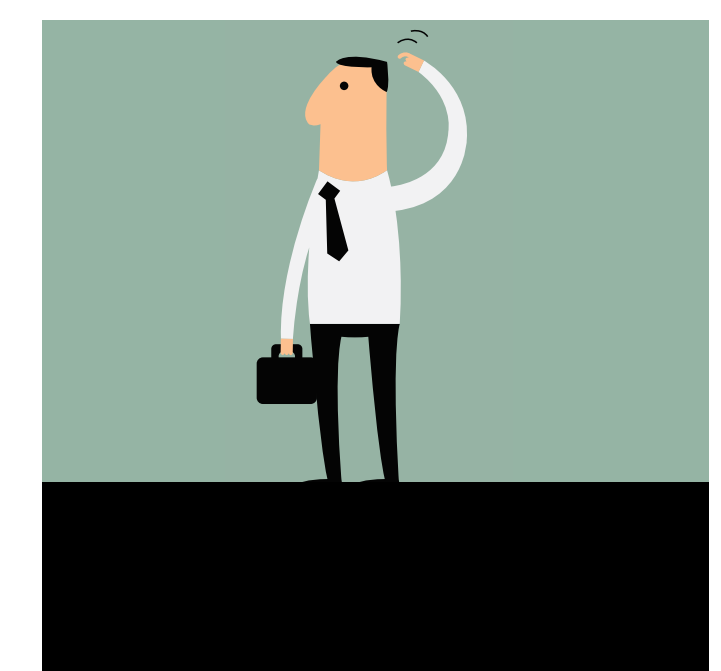
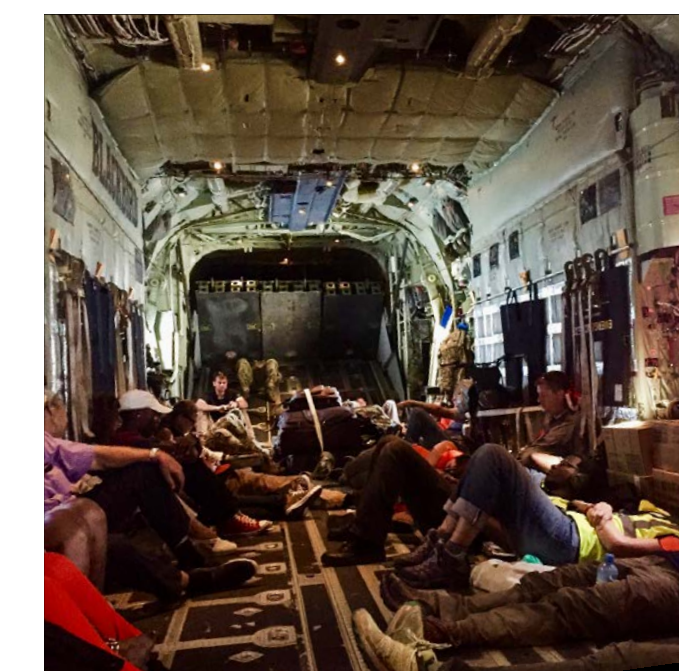
Responding to the 2010 Haiti earthquake, James Eusanio, foreground, and other responders depart the landing zone after loading a casualty onto a med-evac helicopter headed to the comfort ship.

Photo by Disaster Medical Assistance Team

Players Hold Basketball Clinics in Ethiopia



NBA legend Dikembe Mutombo high-fives a basketball clinic participant in Mekelle, Ethiopia, in July as part of a U.S. Embassy-hosted three-day basketball event that featured NBA players Mutombo, C.J. McCollum, Rondae Hollis-Jefferson and WNBA player Rushia Brown. The program's training clinics taught basketball techniques to more than 200 public high-school boys and girls in Mekelle and Addis Ababa. The NBA stars also told the youth of their life experiences and emphasized that success in any field requires hard work and determination. Chargé d'Affaires Troy Fitrell also hosted a reception for the NBA stars for 70 invitees, including youth, alumni, contacts and mission personnel. ■ *Photo by Li Ping Lo*



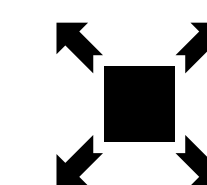
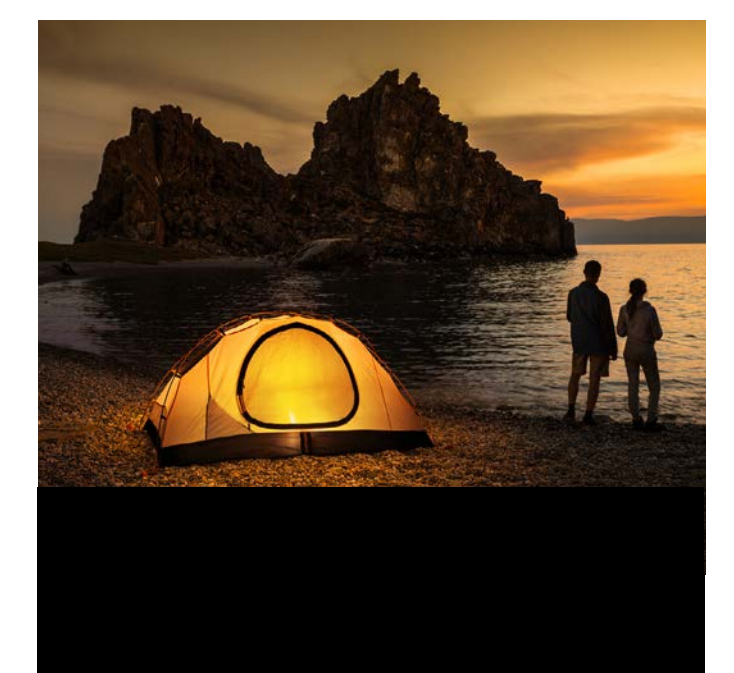
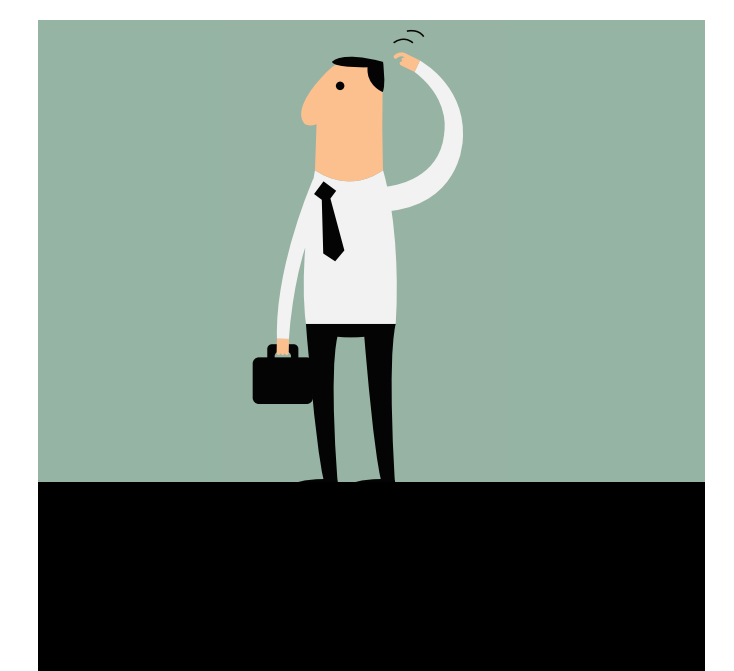
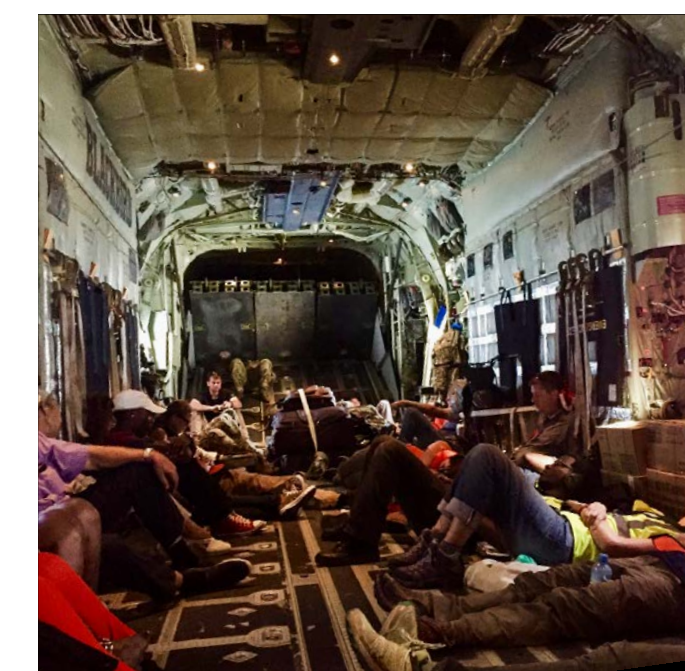
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Escape from Irma



Consular officers and staff from U.S. Embassies Kingston and Santo Domingo and U.S. Consulate Montreal rest alongside U.S. citizen evacuees inside the cargo hold of a C-130 aircraft as they are flown from Sint Maarten on the afternoon of September 12, following Hurricane Irma's landfall on the tiny island nation located in the Caribbean sea just east of Puerto Rico. Hurricane Irma struck the island as a category 5 storm, causing catastrophic damage and killing dozens of residents before continuing its northwesterly track through the Caribbean and ultimately making landfall in Florida. ■

Photo by Daniela Venturini



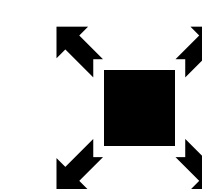
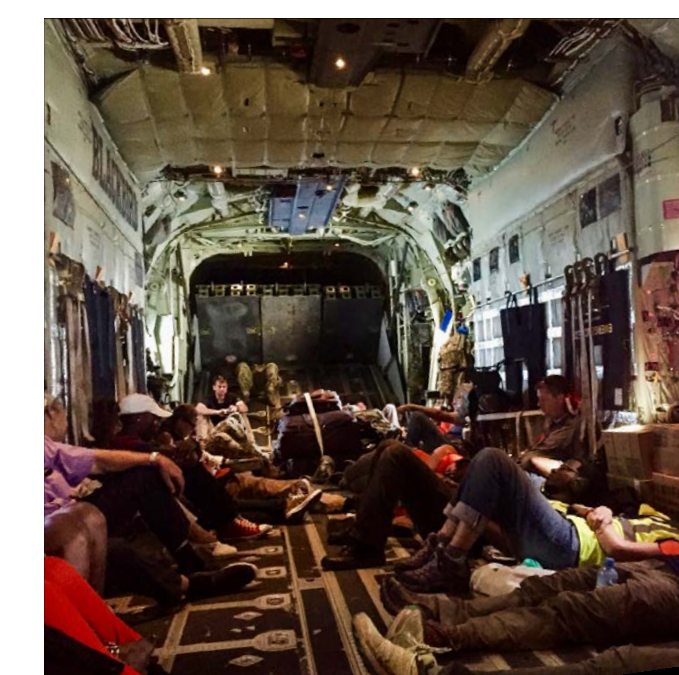
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Performance Highlights Technology Potential



Rodolfo Vieira performs on violin as students use his app to interact with his performance. The American Corner at the University of the Azores hosted a program in May conducted by Vieira and Chris Mercer that included the concert and a workshop that demonstrated the use of violins and how tablet-based technology such as Vieira's app can be used to compose music. ■

Photo by Laudalina Esteireiro



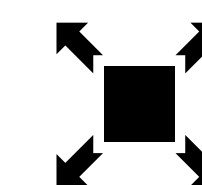
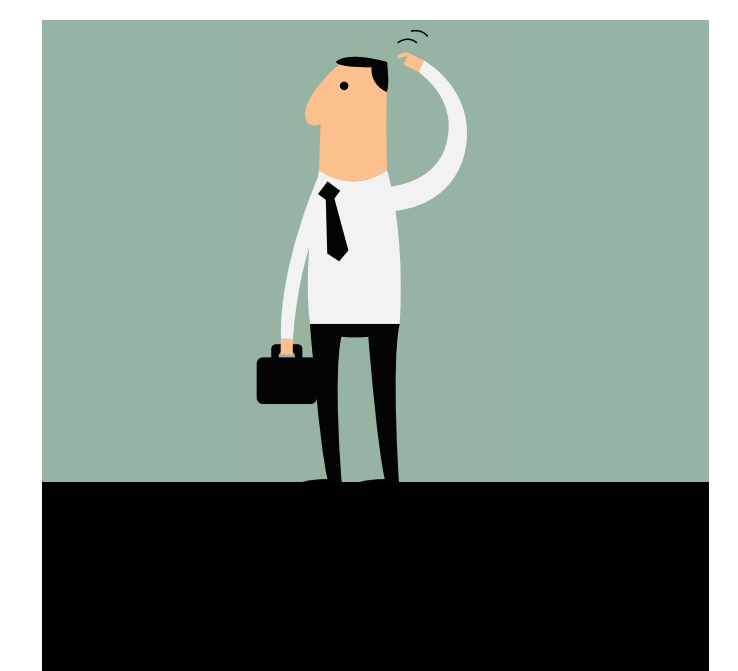
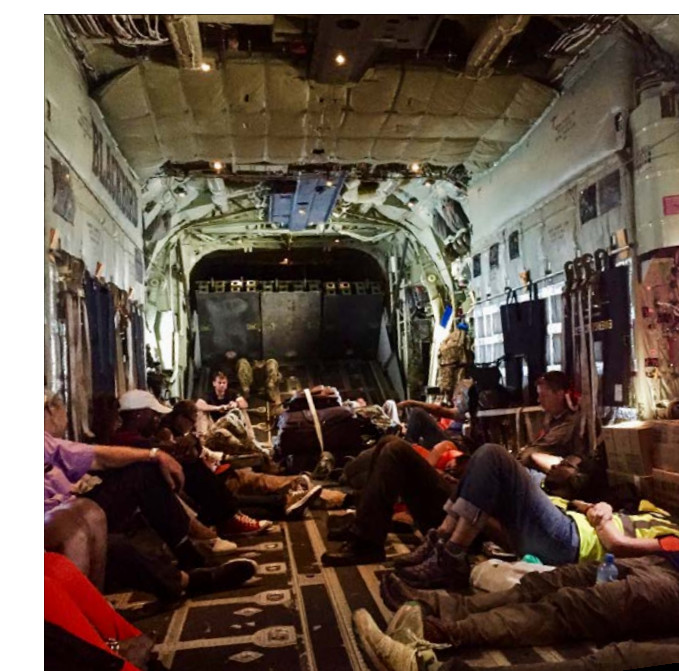
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FSO Couple Both Receive Medals



Minister Louis-Paul Motazé of the Cameroon government presents a Knights of the Order of Valor medal to Mihaela Biliovski Smith, executive assistant for media at the U.S. Embassy in Yaoundé. Her husband, Derrin R. Smith, deputy pol-econ chief, also received the honor at the Aug. 7 ceremony. His medal was for “building the commercial portfolio between Cameroonian companies and U.S. partners.” Her medal was for “efforts for the realization of major projects and programs that the U.S. government has implemented.” ■

Photo courtesy of Cameroon government



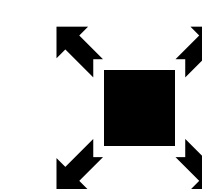
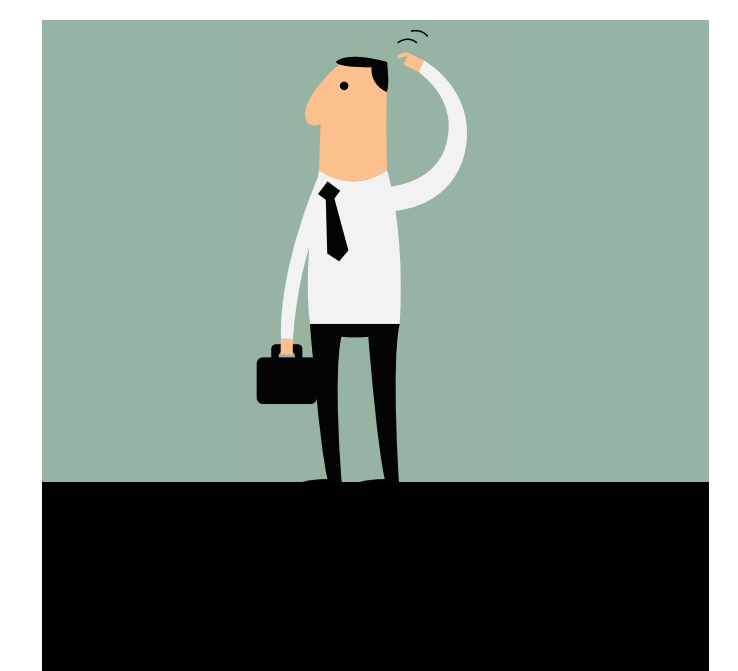
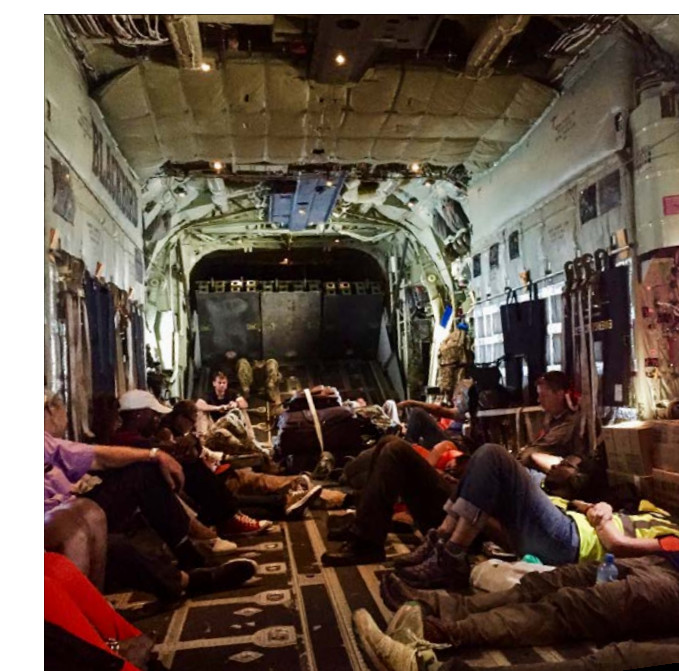
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Activist Holds Anti-Violence Workshop



American actor-activist Naomi Ackerman, center at rear, founder of the Advot Project, meets with police and civil society volunteers after holding a workshop on countering domestic and gender-based violence. Through this workshop she trained 30 personnel on using communication to help the cause of victims of gender-based violence. The public affairs section of the U.S. Consulate in Hyderabad hosted Ackerman, who provided insights into the role played by American governmental and nongovernmental organizations in responding to gender-based violence. ■

Photo by Joe Christopher



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Retirements

Civil Service

Appleton, Corinne
Burns, Mark
Cox, William G.
Dufresne, Lori A.
Enriquez, Joaquin
Kelly, Duke A.
Lee, Regina R.
McHale, Stephen Arch
Millner, Ellen P.
Pollard-Ford, Carolyn M.
Sidibe, Balla St.

Coppedge Amato, Susan P.

Daley, Thomas William

Eustace Jr., John Martin

Fleitz, Louis G.

Geiger, Ricky Lee

Hadley, Warren D.

Hallett, Kathy M.

Hyland, Jason P.

Isaac, Paul C.

Koen, Joseph C.

Petrie, Ronald C.

Rowe, Laughn P.

Salarano, Paul

Savinon, Ana M.

Sims, Gail S.

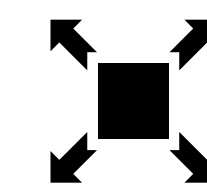
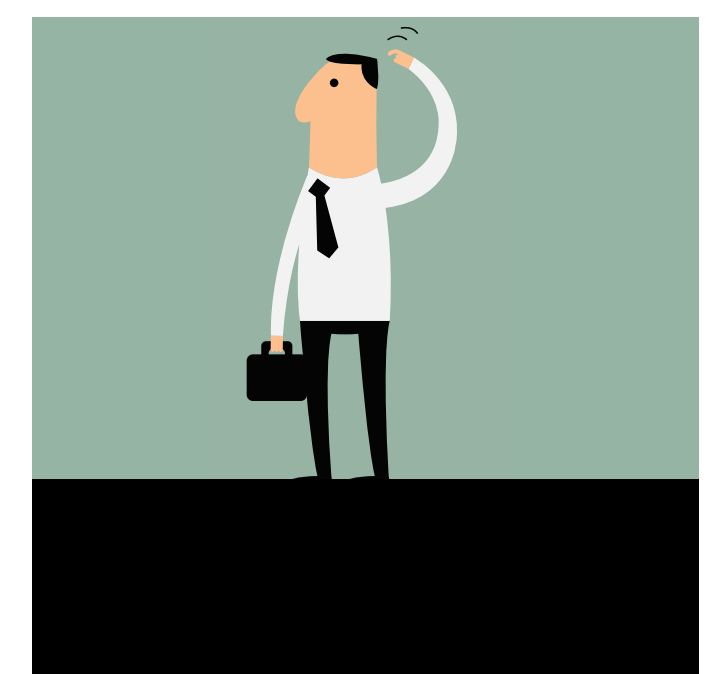
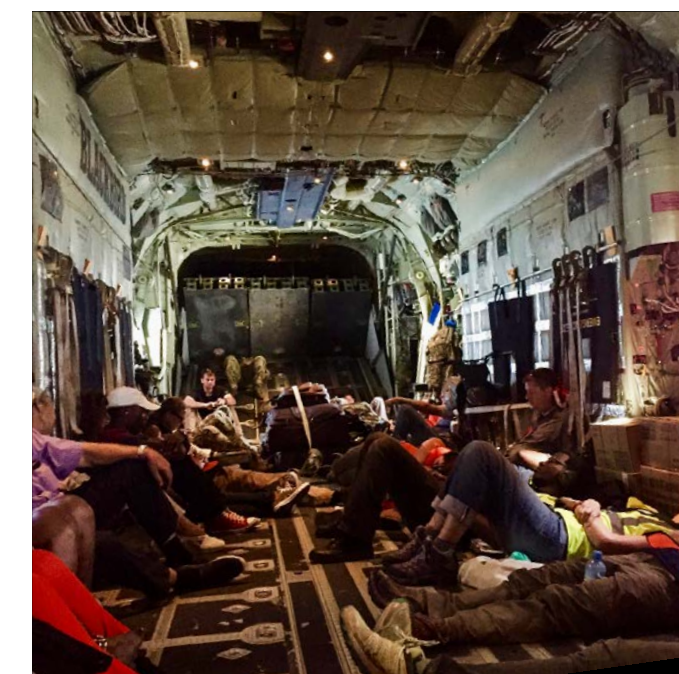
Sirotic, Aldo J.

Walsh, Judith M.

Wessel, David K.

Foreign Service

Abdulle, Mariam H.
Bhatnagar, Alka B.
Burnham, Vicki Jean
Chappel, Mary Jean



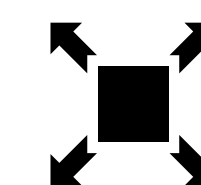
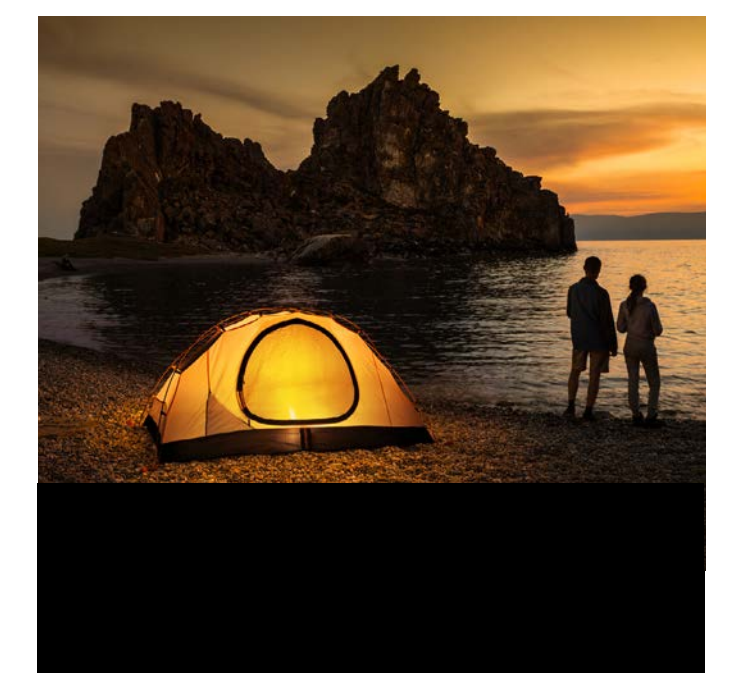
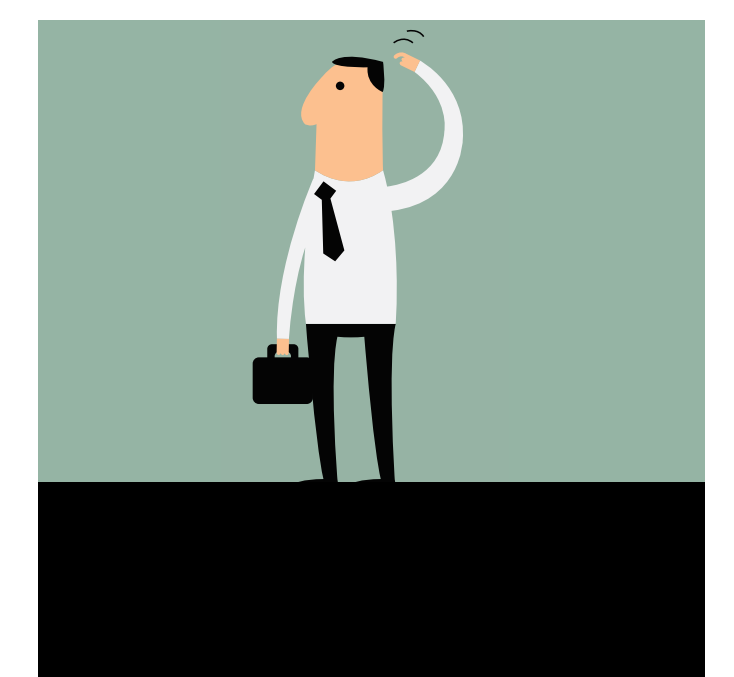
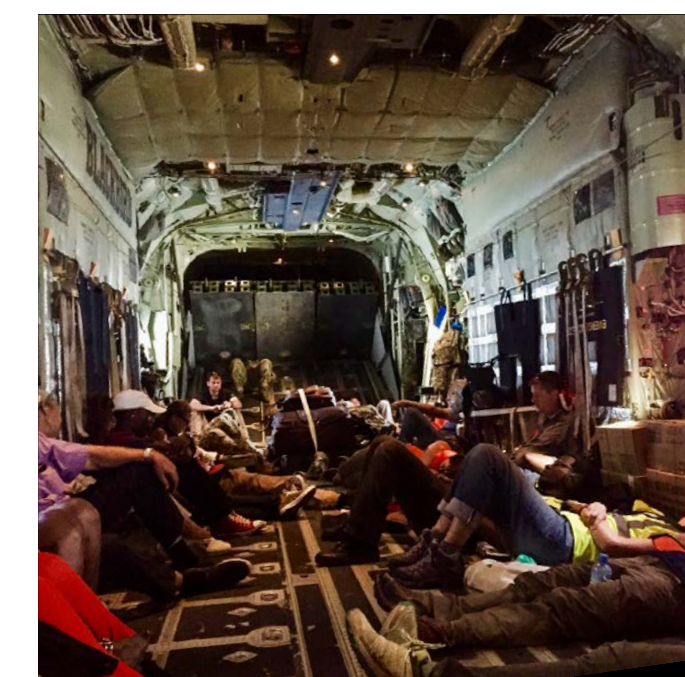
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Ethics Answers

Q: I have recently spoken to a recruiter to help me locate a job outside the government. I provided the recruiter with my resume, and she said that she had a number of organizations in mind that may be a good fit. She then promised to send my resume to those organizations and others she may think of. Is there anything I need to do?

A: If the recruiter passes on your resume to a company without telling you its name, you do not have to take any action. However, as soon as you know the identity of any company that has received your resume, you are seeking employment with that company and therefore must recuse yourself (not work on) on any matter affecting or involving that company. You must continue to recuse yourself until you withdraw your application, are rejected by the company or two months have passed without a response from the company. You should inform your supervisor and/or colleagues of the situation, if doing so is necessary to enable you to recuse yourself and for the relevant work to be reassigned. Additional notification requirements apply for those who file public financial disclosure form OGE-278 after they begin employment negotiations.

Ethics Answers presents hypothetical ethical scenarios Department employees might face. For help with real ethics questions, email ethicsattorneymailbox@state.gov



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In Memoriam

Wayne A. Buehrer



Wayne A. Buehrer, of Littleton, Colo., died at the age of 81. Buehrer served 35 years with the U.S. government in the U.S. Geological Survey, Bureau of Land Management. In the Foreign Service from 1990 to 1999 he was posted in Moscow, Riyadh and Bangkok. He and his wife enjoyed traveling in Europe, Southeast Asia and the Middle East.



In Memoriam

William H. “Bill” Doolittle



William H. “Bill” Doolittle, 84, died April 13 following a brief illness. While in the U.S. Navy, he served in several posts, including the Department’s Naval Support Unit and at the U.S. Embassy in Warsaw. Domestically, he served in Omaha and Pensacola, Fla., as senior chief construction electrician. His awards include the Navy Commendation Medal, several types of unit citations and the Vietnam Campaign Medal. In 1975, he joined the Department of State as a general service officer and served in Vientiane, Monrovia, Beijing, Tokyo and Seoul.



In Memoriam

James Ferrer Jr.



James Ferrer Jr. died July 25 in Arlington, Va. Ferrer's FSO career spanned from 1961 to 1990. He served in Argentina and Chile, and as the director of Economic Affairs at the U.S. Mission in Portugal. He also served at the United Nations and as deputy chief of mission and chargé d'affaires in Brazil. He was also director of the Office of Aviation Affairs and alternate U.S. Representative to the United Nations Economic and Social Council, for which he received the Distinguished Honor Award, becoming one of three nonambassadorial FSOs to ever receive this award.



In Memoriam

Dorothy Jeanne Fischer



Dorothy Jeanne Fischer died Aug. 16 in Lebanon, N.H., the day before her 91st birthday. Her FSO husband of 71 years served in numerous posts in Latin America and Southeast Asia. As a Foreign Service wife, she assisted in founding an orphanage in Tegucigalpa, Honduras, where a house bears her name. In Guatemala, she worked with emergency crews and the Red Cross, assisting victims during the earthquake of 1976. During the Vietnam War, she lived with her two daughters in Bangkok, where she began to practice Buddhism, a philosophy that remained important to her for the rest of her life.



In Memoriam

Michael Francis Gallagher

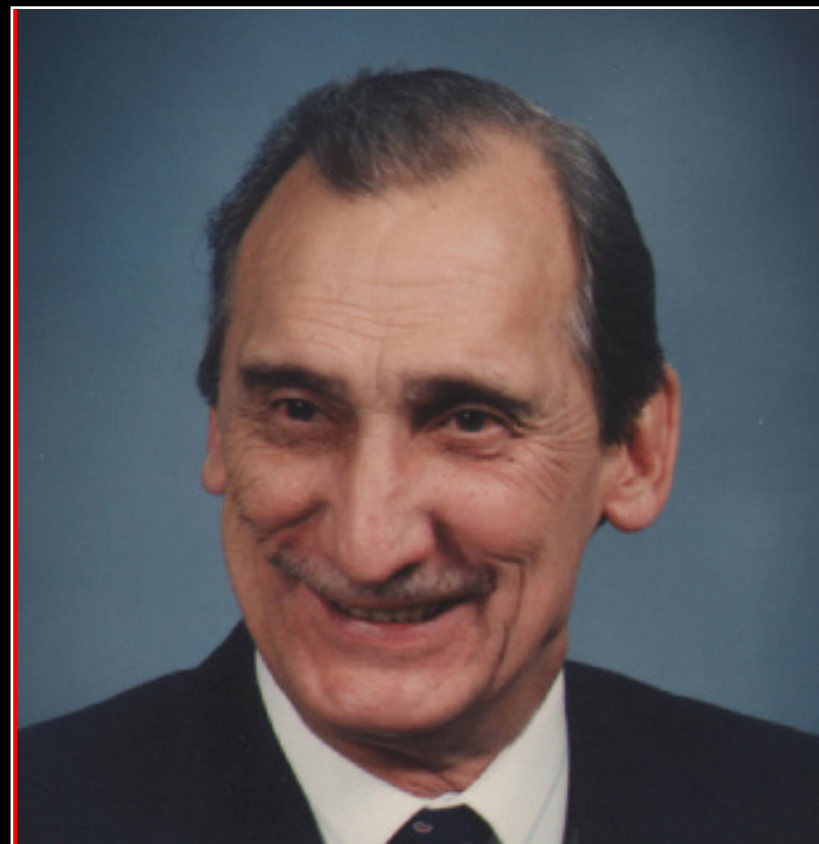


Michael Francis Gallagher, 71, died Dec. 2 in Washington, D.C. He served in the Foreign Service for almost 40 years and was known for his larger-than-life personality. He served as chargé/DCM in The Hague and consul general in Vancouver. He also served in Brussels, Côte d'Ivoire, Jakarta, London, New York City, Ottawa, Princeton, Sarajevo and Tunis.



In Memoriam

Howard Harding Russell Jr.



Howard Harding Russell Jr., 88, formerly of the United States Information Agency (USIA), died June 23 in Rockville, Md. He began his public service career coordinating mail delivery in Germany during the Nuremberg Trials. With USIA, he served as a public affairs officer in Saudi Arabia, Egypt, Sri Lanka, Libya and Sudan. He was information officer in India, Uganda, Libya and Lebanon.



Are You Safe From Electrical Shocks?

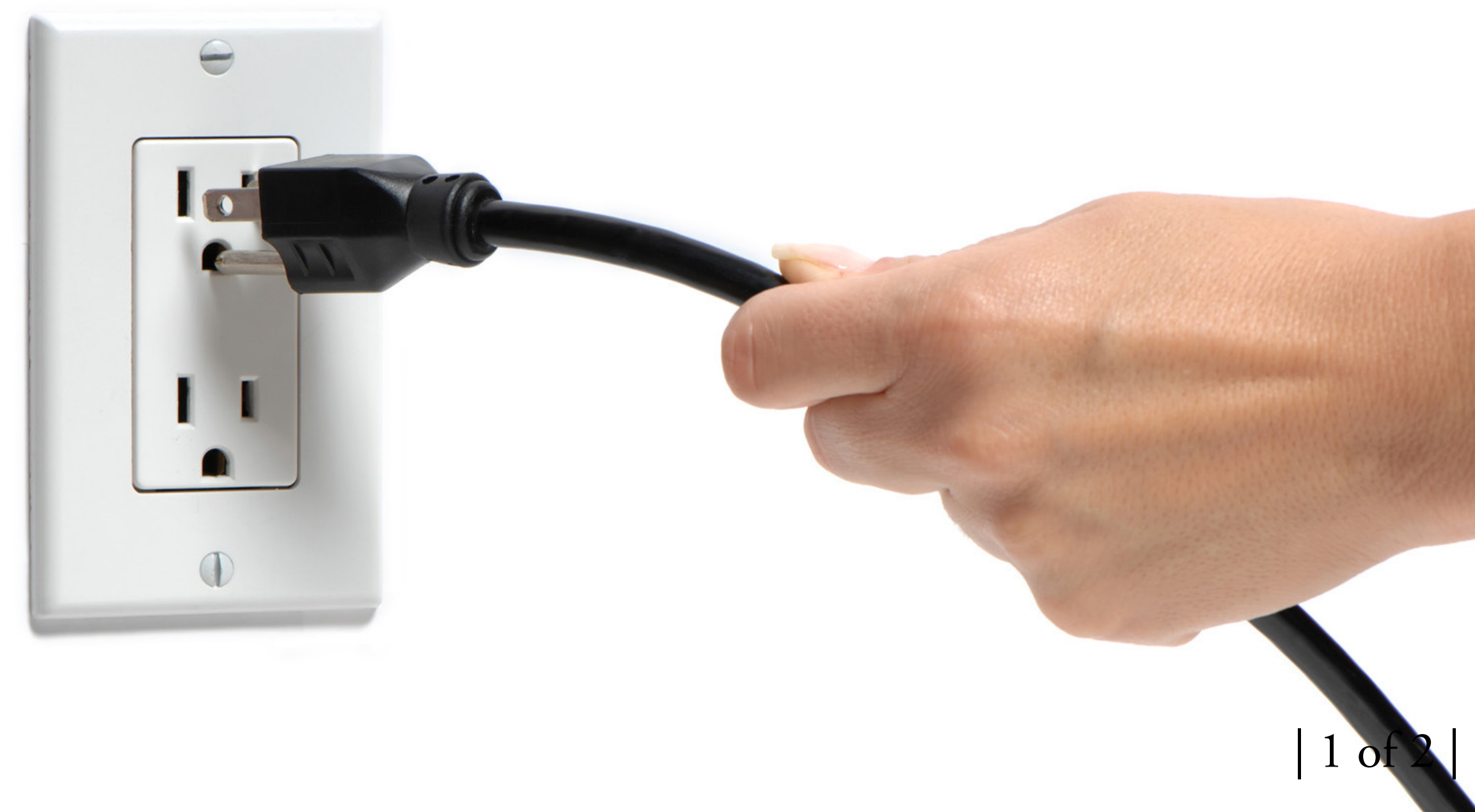
By Terry Carraway, certified industrial hygienist, certified safety professional, Office of Safety, Health, and Environmental Management

Department of State staff members live in differing and sometimes challenging environments. The Post Occupational Safety and Health Officer (POSHO), facilities maintenance staff and the Office of Safety, Health, and Environmental Management (SHEM) work to provide safe electrical systems.

Mishaps do happen. In the first six months of 2017, SHEM received reports of seven electrical incidents from overseas posts; all involved household-type appliances in residences and office spaces (Four involved appliances with defective plugs or adapters.). In these cases, the person came into contact with energized electrical parts and was shocked. One mishap was due to a damaged cord and two were caused by defective devices.

These events must be taken seriously. If you receive a shock for any device or appliance, do not use it and have it inspected by a qualified person, such as the POSHO or facilities manager or staff. Before plugging in or using any electrical appliance, inspect it for damaged or cut cords, damaged or broken plugs, cracked parts or missing covers. If you find a problem, don't use the appliance—replace it or have it repaired. When in doubt, dispose of the item and replace it. When you plug in any device, don't touch any metal parts of the plug, since those parts may have become energized.

Electrical safety includes the entire electrical system of a home or office, including the safety ground. This involves the third wire or connection on an outlet and plug. The ground provides a safe path for stray electrical current to get back to the power system without going through a person who might be in contact with energized parts. Never remove the ground pin from a plug. A number of electrical shocks have occurred overseas due to improper or missing | *Cont.* | ▼



safety grounds, and fatalities have occurred in the United States after someone removed a ground pin from a plug.

Another issue is the use of electrical adapters. Many adapters do not connect the safety ground, creating a potential for electrical shock. A similar situation is use of universal outlets or power strips. These units will accept U.S. or Euro plugs, but when using a Euro plug, there is no ground connection.

Some devices are “double insulated” and do not have a ground pin. These electrical devices are designed so that no single failure can cause dangerous voltage to come in contact with the user. A common double-insulated device is an electric drill. They are also called Class II devices on their labels or packaging.

Another concern is with U.S. manufactured electric stoves where the unit’s cord is separate and must be attached to an electrical connection block on the back of the stove. In some cases, the cord and the connection block have a safety ground, but there is no connection from the connection block’s ground pin to the stove casing. Typically, a label on the stove’s back panel warns the installer to attach a wire connecting the safety ground, but sometimes this step is missed. If so, the stove may give a shock to the user.



Another way to make the electrical system safer is to ensure outlets in high-hazard areas have ground fault circuit interrupter (GFCI) or residual current device (RCD) protection. High-hazard areas include kitchens, bathrooms, laundry rooms and outdoors. The outlets or breakers are identifiable because they have the test/reset buttons and are often seen in U.S. bathrooms and kitchens. The devices compare the amount of electrical current going into and out of the outlet or breaker and, if there’s a difference, the unit shuts off the power. Although the device only detects the difference in current levels, that’s useful since the current may be going through a dangerous route—such as flowing through the person using that outlet. These devices should always be present where electricity is used near water.

Electrical safety is important for you and your family. If you have any questions or concerns about electrical safety when posted overseas, contact the POSHO or facilities management office. SHEM can also be reached at Ask SHEM. ■



A Panamanian youth checks his phone as he sits on a chair outside a home in Panama City, Panama. *Photo by Marc Veraart*

End State

